

**University of Arkansas - Fort Smith
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General Syllabus

CPSI 12033 Support Essentials

Credit Hours: 3

Lecture Hours: 1

Laboratory or other types of Hours:4

Prerequisite: None

Effective Catalog: 2021-2022

I. Course Information

A. Catalog Description

This course introduces and develops the knowledge, skills and abilities needed in the support industry.

II. Student Learning Outcomes

A. Subject Matter

Upon successful completion of this course, the student will be able to:

1. Communicate effectively with customers at any level of technology experience.
2. Analyze a customer issue to identify and define an appropriate solution
3. Given a set of requirements, apply troubleshooting strategies and skills appropriate to the requirements to implement a solution
4. Explain technologies used to locally and remotely manage, troubleshoot, and configure customer network devices.

B. University Learning Outcomes (ULO)

This course enhances student abilities in the following areas:

Analytical Skills

Critical Thinking Skills: Students will follow set requirements to identify and define an appropriate solution to technical problem.

Global & Cultural Perspectives

Students will locally and remotely manage and troubleshoot devices in a global environment.

III. Major Course Topics

- A. Introduction to customer support
- B. Customer service skills
- C. Support operations and management
- D. User needs assessment and product evaluation
- E. Installing, configuring, and managing customer devices
- F. Cloud, hybrid, and local infrastructure issues
- G. Bring your Own Device (BYOD) issues
- H. Security and Malware
- I. Supporting shared usage devices (A/V, printers ...)
- J. Writing for and training end users.